

**2020/21
Quarter 4**

INDEX

END OF YEAR SUMMARY	PAGE 3
COMPLIMENTS	PAGE 7
COMPLAINTS	PAGE 10
STAGE 2 COMPLAINTS	PAGE 14
OMBUDSMAN COMPLAINTS	PAGE 14
COMPENSATION	PAGE 15
LEARNING FROM COMPLAINTS	PAGE 16
COUNCILLOR/MP ENQUIRIES	PAGE 18

Compliments, Complaints and Compensation – Year to date summary

Compliments

Compliments received in 2020 /21:

Q1 = 35

Q2 = 41

Q3 = 54

Q4 = 43

Complaints

Complaints received in quarter including those which progressed to the appeal/Stage2 in 2020 /21:

Q1 = 42

Q2 = 61

Q3 = 86

Q4 = 82

The number of complaints received this quarter has remained consistent with the amount received in previous quarter and consistent with comparison to the same quarter last year when 86 complaints were received (including Stage 2 complaints),

Year to date we have received 270 complaints (including Stage 2)

All Complaints Closed

Q1 = 54 complaints closed in 2020 /21

Q2 = 73 complaints closed in 2020 /21

Q3 = 84 complaints closed in 2020 /21

Q4 = 86 complaints closed in 2020/21

Year to date total 297 closed complaints

Complaints Upheld	Complaints Not Upheld	Complaints Partially Upheld
36%	40%	24%

The table below shows the upheld, not upheld and partially upheld complaints by service area: Year to date

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	97	42	13	42
Housing Management	17	6	4	7
Gas	22	5	3	14
Planned Maintenance	13	7	2	6
Staff	72	26	20	26
Customer Service Team	8	3	4	1
Homelessness	2	0	0	2
Housing Options	12	4	6	2
Voids	16	8	5	3
Kitchens & Bathrooms	1	0	1	0
ASB	11	3	2	6
New Build	1	1	0	0
Rent HB	5	1	2	2
Allocations	4	1	0	3
Electrical	2	1	0	1
Rechargeable repairs	14	1	10	3
Total	297	107	72	118

Stage 2 Complaints

In Q1 2020/21 we received 4 Stage 2 complaints.

3 were closed (one Stage 2 complaint was carried over to the next Quarter)

2 were partially upheld

1 was not upheld

In Q2 2020/21 we received 4 Stage 2 complaints

5 complaints were closed

2 Were upheld

1 was partially upheld

2 were not upheld

In Q3 we received 3 Stage 2 complaints

3 complaints were closed

0 were upheld

2 were partially upheld

1 was not upheld

In Q4 we received 3 Stage 2 complaints

1 complaint was closed this was not upheld

2 complaints will be closed in Q1 2021/22

Year to date we have received and closed 12 Stage 2 complaints, 2 were upheld, 5 were partially upheld, 5 were not upheld.

Performance-

In 2020/21 (year to date) 100% of all complaints were responded to on time.

Ombudsman

In Q4 we did not receive any correspondence from the Housing Ombudsman informing us that a complaint had been escalated to them.

Compensation Figures 2020/21

These compensation figures are made up solely of payments made following a complaint. These figures exclude any payments made arising from the missed appointments, which is not considered a complaint-based compensation payment.

Q1 compensation payments were made following a complaint = **£2,040**

Q2 compensation payments were made following a complaint = **£870**

Q3 compensation payments were made following a complaint = **£4,314**

Q4 compensation payments were made following a complaint = **£1,620**

Below is a breakdown of departments who have made compensation in Q4

Team	Amount of compensation paid	Number of payments
Day to Day	£985	10
Customer Services	£100	1
Gas	£105	3
Voids	£380	3
Planned Maintenance	£50	1
Total	£1,620	18

Compensation paid 2020/21 Year to date by department

Team	Q1	Q2	Q3	Q4	Total year to date
Allocations	£0	£0	£700	£0	£700
Customer Service Team	£70	£30	£0	£100	£200
Day to day Repairs Team	£1,960	£640	£1,610	£985	£5195
Electrical	£10	£0	£0	£0	£10
Gas	£0	£0	£0	£105	£105
Housing Management	£0	£100	£20	£0	£120
Kitchens & Bathrooms	£0	£0	£249	£0	£249
New Build	£0	£0	£100	£0	£100
Planned Maintenance	£0	£0	£120	£50	£170
Staff	£0	£0	£1,435	£0	£1,435
Voids	£0	£100	£80	£380	£560
Total	£2,040	£870	£4,314	£1620	£8844

Additionally, during this financial year £25,051 has been paid out in compensation relating to disrepair claims plus £30,178 in Legal Fees linked to disrepair cases.

Compensation of £7,524 relating to other incidents where a complaint was not raised was also paid.

Councillor and MP enquiries-

In Q1 we received a total of 80 Councillor and 37 MP enquiries

In Q2 we received a total of 117 Councillor and 34 MP enquiries

In Q3 we received a total of 79 Councillor and 34 MP enquiries

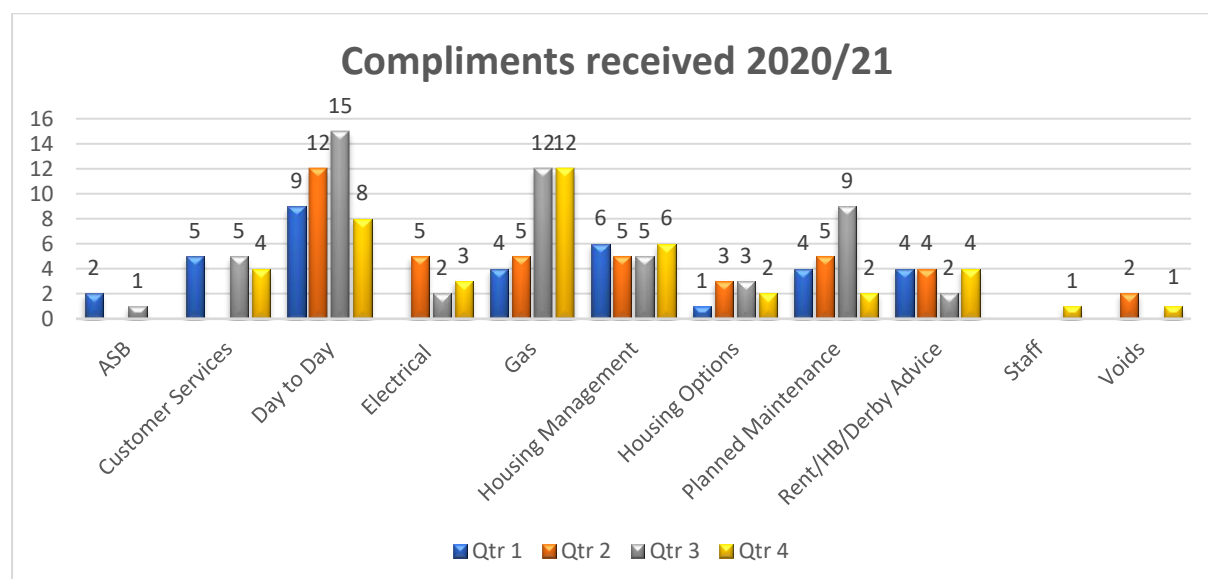
In Q4 we received a total of 130 Councillor and 43 MP enquiries

To date in this financial year, 2020/21 Derby Homes has received a total of 406 Councillor and 148 MP enquiries

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q4 2020/21

Compliments – Q4 2020/21

In Q4 Derby Homes received 43 compliments this shows a decrease from the 54 received in Q3 2020/21. However, the compliments show that customers valued and appreciated the effort of employees as pandemic restrictions continued to impact on service delivery.



Day to Day

“the tenant phoned in to complement the workman...she said that he did a cracking job and was very polite and courteous.”

“...rang to say she had some plasterers in today and they did a brilliant job and she is very happy with the work that was done. She just wanted us to know.”

“regarding 2 repairs today... He turned up today and did a very good job, he was very friendly, and he put new fans in she said as they were so blocked up and she wanted XXX to know she appreciates his work ethic and humanity.”

Customer Service Team

“...wanted to give Derby Homes good feedback with regards to the level of service he had received. He said when his wife rang earlier this morning to report faulty radiator in his son's room with autism the advisor was very compassionate and raised the job...”

“I just want to say a massive thank you for the part you played in getting my heating sorted out. Since I moved into the property six months ago, I have been genuinely cold (and miserable) especially in the evenings. Last night was the first time I’ve been warm, and it was lovely So thank you for listening to me and understanding.”

Rent/HB/ Income

“...I cannot thank you enough for your help and the absolute fantastic support and understanding XXX has given. I am so used to people just saying no or not my job, thank you.”

“...also praised the Income Triage Team who were understanding when he had difficult circumstances to pay his rent. So overall he said he gives DH a gold standard award for looking well after tenants and he is impressed.”

“I can't thank XXX enough for her professional and friendly approach in helping navigate us through the benefits XXX was entitled to...always responded quickly and cheerfully, making us feel at ease throughout the process. We were very reassured that we could approach XXX at any time with queries. You are very fortunate that you have a person of her calibre in your employment.”

Planned Maintenance

“Thank you for a great service. Also thank you for our ramp so that I can use my powered wheelchair.”

“...my front garden had its first cut yesterday (Wednesday) under the garden maintenance scheme. They did a fabulous job and my garden has never looked so good. Can you please pass on to the men responsible and their supervisor, my many thanks for the excellent work, which is very much appreciated.”

Gas

“Mrs XXX rang to say she had a gas service today and the engineer XXX was very polite and nice. She said he took off his shoes to make sure that her cream carpet was kept clean and ,he put on some gel on his hands and had a mask and that made her feel very safe as she was worried. She said a job well done...”

“...the situation has been resolved another Derby Homes Heating Engineer came this morning after 8.00pm thank you for the help your department provided. My wife and I felt we had been forgotten or ignored and that was not the case. Many thanks pass on our thanks to Derby Homes maintenance team.”

“when the gas engineer came for the repairs it was a quick response and he was very friendly and did a good job... So overall he said he gives Derby Homes a gold standard award for looking well after tenants and he is impressed”

Housing Options

“Would like to say a massive thank you to XXX for being so caring and compassionate and going above and beyond to help. She really is such a lovely lady doing a fantastic job. Also, would like to say thank you to XXX and XXX who always reply to my weekly emails or phone calls in regard to finding out what position I've come for a property. Definitely 3 amazing members of the housing team.”

Electrical Testing

“...called wanting to thank the two engineers who went out today to carry out her ESC they were very polite and stuck to the COVID rules”

“Hi, just wanted to give personal thanks to XXX who fitted out solar security light last week...we had a slight issue as he came just as my husband started a job interview on Skype so he couldn't start drilling until he'd finished, he was really friendly, patient and understanding, and did a really good tidy job!! Thank you very much...”

Housing Management

“I just want to thank you for your help with this. My father in law has today been awarded indefinite leave to remain in the UK. This is such a weight off my family's shoulders. Many, many thanks.”

“I just wanted to highlight the work that my new housing officer XXX has done working for me in the last few weeks. We have had a few issues with my son's room which XXX has been instrumental in helping sort out promptly and efficiently, including going so far as helping me fill in permit forms for me to check and sign... I'm not sure if XXX is a new recruit or just moved from another part of DH, but she has been an absolute star since she made first contact with me.”

“Thank you for helping me with everything, honestly you've been an absolute gem, so happy you're my worker. If it weren't for you, I wouldn't have sorted out half the stuff I have, you've been consistent, and I appreciate it so much. Thank you for not giving up on me like all the rest have.”

Staff

“Mrs XXX called to log a repair, while talking she wanted to make sure her thanks were passed on to everyone at Derby Homes for keeping services running throughout lock down, she wishes us well and to keep safe.”

Voids

“Tenant really happy with the service moved in yesterday and extremely happy with the property”

Complaints Q4

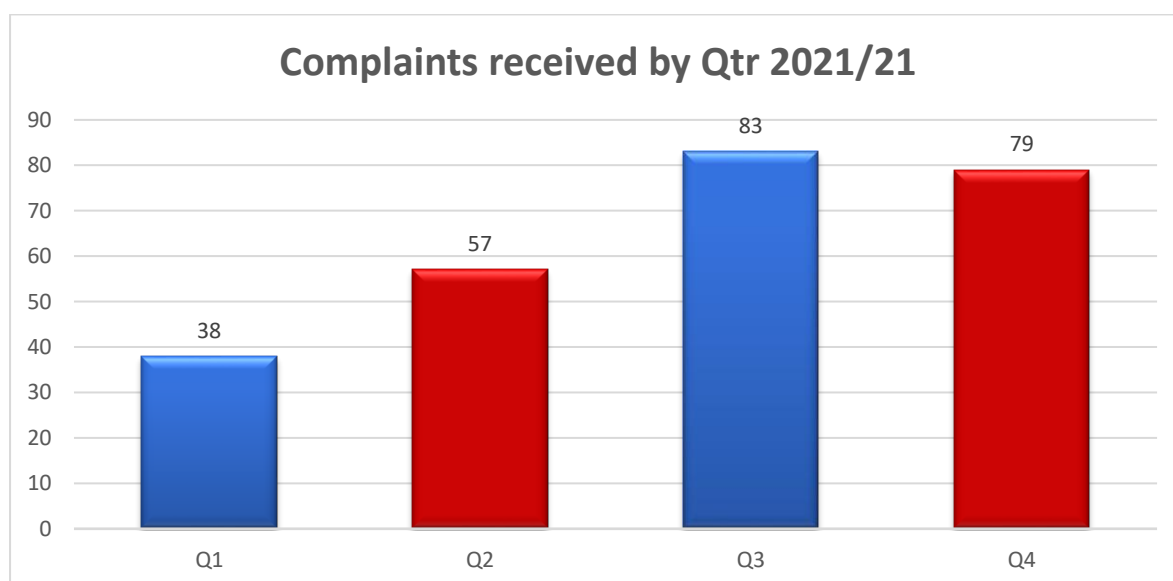
Our Complaints policy has been amended in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q4, 2020/21 there has been a total of 79 Stage 1 complaints recorded.

Complaints received over last 3 years

	2018/19	2019/20	2020/21
Q1	127	80	38
Q2	141	109	57
Q3	99	106	83
Q4	113	83	79



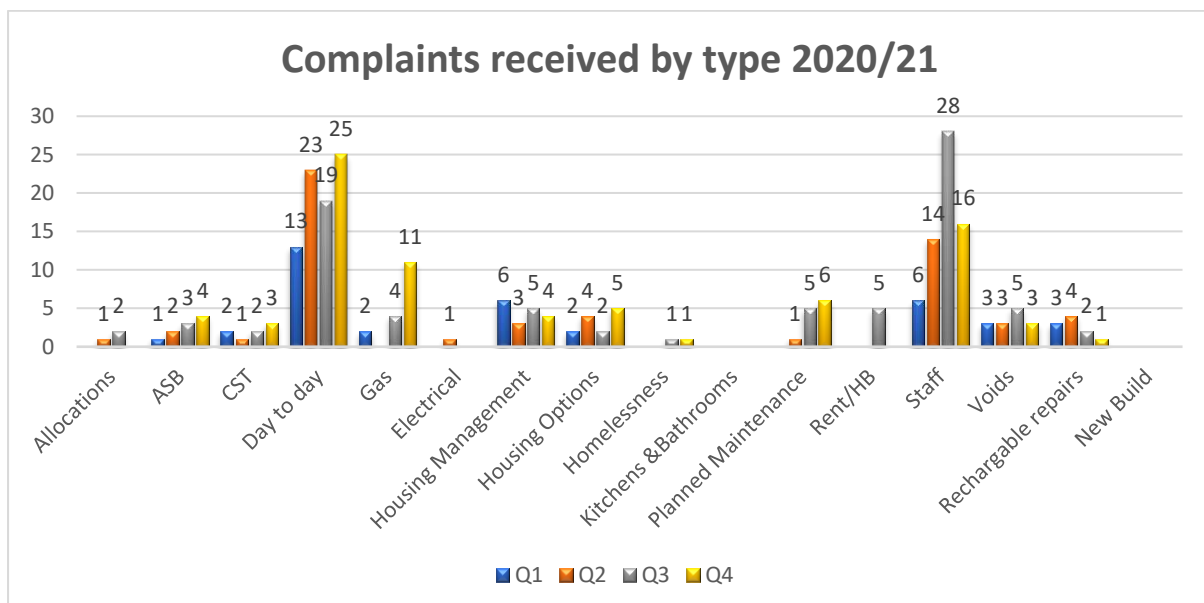
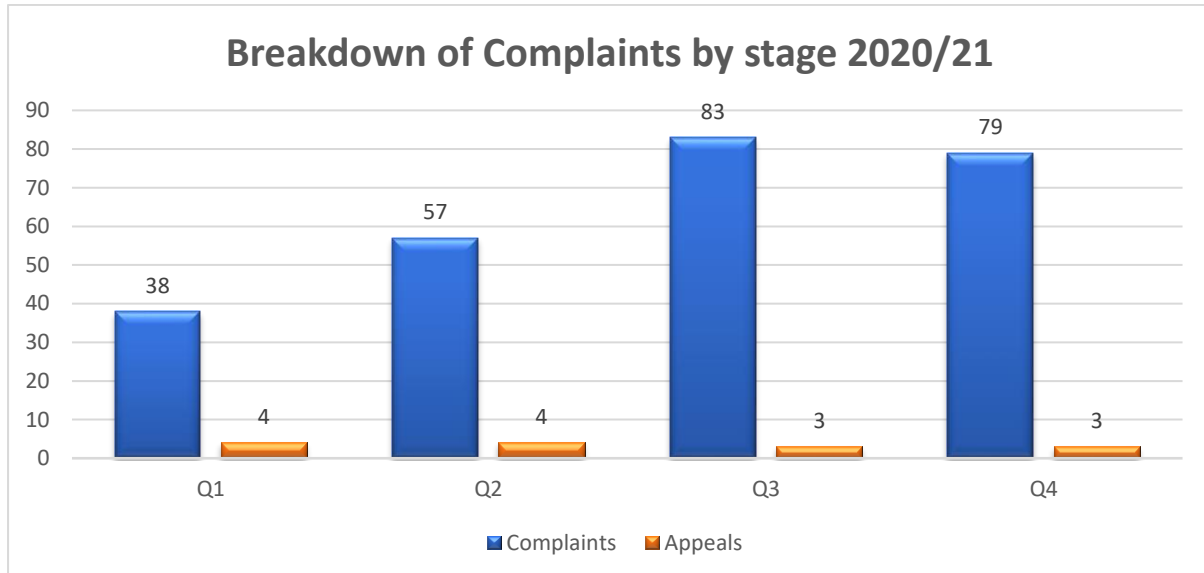
During Q4, we received 79 Stage 1 complaints which is fairly consistent with the Q3 against the previous quarter.

This again is roughly the same number received in Q4 of the previous year

As services started to resume, we were starting to see a more regular and consistent volume of complaints compared to earlier on in the pandemic

Where a customer contacts the complaints team with an initial request for service or an enquiry, this is passed to the appropriate team to respond to.

We record these and during Q4, 411 requests for service/ queries/ contacts/ related updates from staff, were received through the complaint's inbox. This was an increase from 335 in Q3. This filtering process is an effective way of managing true complaints by filtering out requests for service.



Breakdown of the top departments which received the highest number of complaints in Q4

Day to day - 25	Staff 16	Gas- 11
Damp/Mould / compensation - (8) Mould/ Drains/ pest infestation. Drainpipe discharging on to non DH property- causing damp.	Detail not contained in this report	Not provided temp heating by OOH (1)
Communication- (2) Told was having new bath/ front door. Nothing on system. Wants back gate repairing- not getting call-backs.	*	Without GCH/HW for week as parts were on order (1)
Damage to flooring from DH dehumidifier (1)	*	Shielding- didn't receive GSC letter (1)
Job incorrectly booked (1)	*	Disputing 3 rd no access for GSC (1)
Leaks- (16)	*	Ongoing repair issues-(5) 4 Visits- repair still unresolved. (1)
Outstanding/ delayed repairs- (7) Number of calls made to resolve repair issues/ condition of kitchen.	*	Water filter not changed by DH (1)
Repair not completed in timescale (1)	*	Boiler repair not attended OOH (1)
Wanted non urgent repairs completed (1)	*	Complaint regarding Gas Safety Check. (1)
Increased energy bill due to delay in repair (1)	*	Compensation claim- re instillation of boiler (1)
List of repairs/ issues with property (1)	*	*

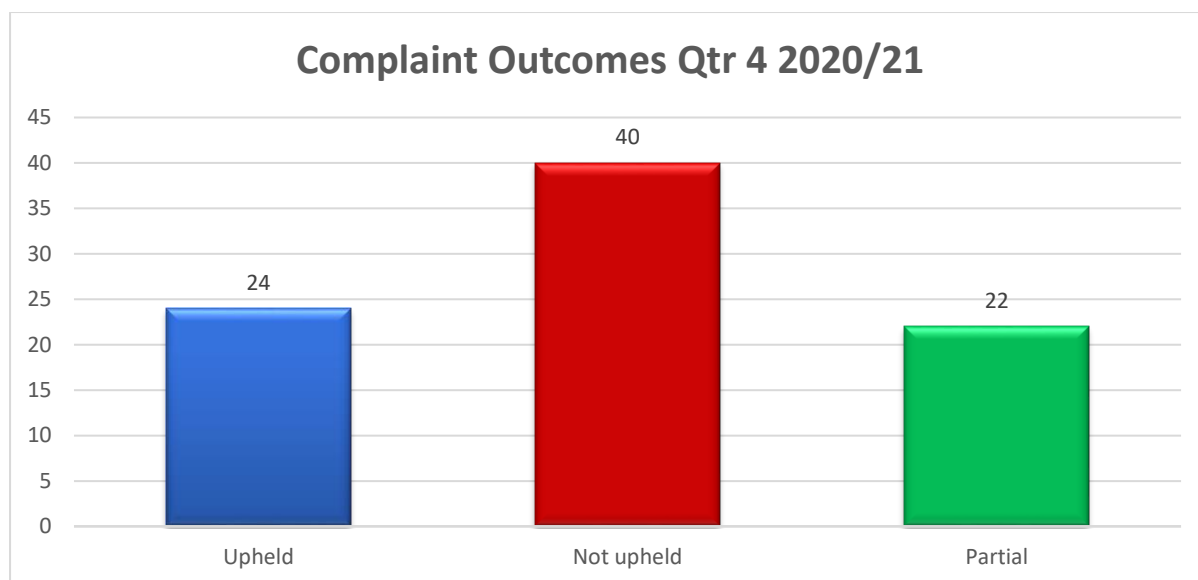
The largest number of complaints received were relating to the following teams:

- Day to Day repair – 25 complaints have been received in Q4, compared to 19 in Q3 2020/21 To put this into context, this team completed Day to Day 6201 Q4 repairs this quarter.
- Staff complaints- 16 complaints have been received, compared to 28 in Q3 2020/21.
On each staff complaint the relevant Head of Service is made aware and they instruct an appropriate Senior Officer / manager to investigate the complaint.
- Gas-11 complaints have been received, compared to 5 received in Q3 2020/21. With Quarter 4 running over the coldest months of the year the increase is expected

Complaints outcomes

During Q4 we closed a total of 86 complaints this figure includes Stage 2 complaints

Complaints closed	86	100%
Complaints Upheld	24	28%
Complaints Not Upheld	40	46.5%
Complaints Partially Upheld	22	25.5%



Breakdown of complaint outcome by service area Q4 2020/21

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	26	10	5	11
Housing Management	5	1	2	2
Gas	13	2	2	9
Planned Maintenance	5	1	1	3
Staff	18	3	7	8
Customer Service Team	4	1	2	1
Homelessness	2	0	0	2
Housing Options	3	2	1	0
Voids	5	4	1	0
ASB	3	0	0	3
New Build	0	0	0	0
Kitchen and Bathroom	0	0	0	0
Allocations	1	0	0	1
Rent/HB	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	1	0	1	0
Total	86	24	22	40

Stage 2 complaints

In circumstances where a complaint has not been resolved satisfactorily and the customer can provide reasons why the complaint has not been fully investigated, a single stage appeal process can be invoked.

During Q4, 2020/21 we received 3 Stage 2 complaints.

Complaints escalated to Stage 2 over last 3 years

	2018/19	2019/20	2020/21
Q1	4	4	4
Q2	3	0	4
Q3	2	2	3
Q4	1	3	3

We received

1 in relation to Gas

1 in relation to Day to Day

1 in relation to Housing Management

During Q4 we closed 1, Stage 2 complaint, that was received in this quarter, this complaint was closed and not upheld.

Ombudsman Complaints

In Q4 2020/21, no Stage 2 complaints were referred to the Ombudsman

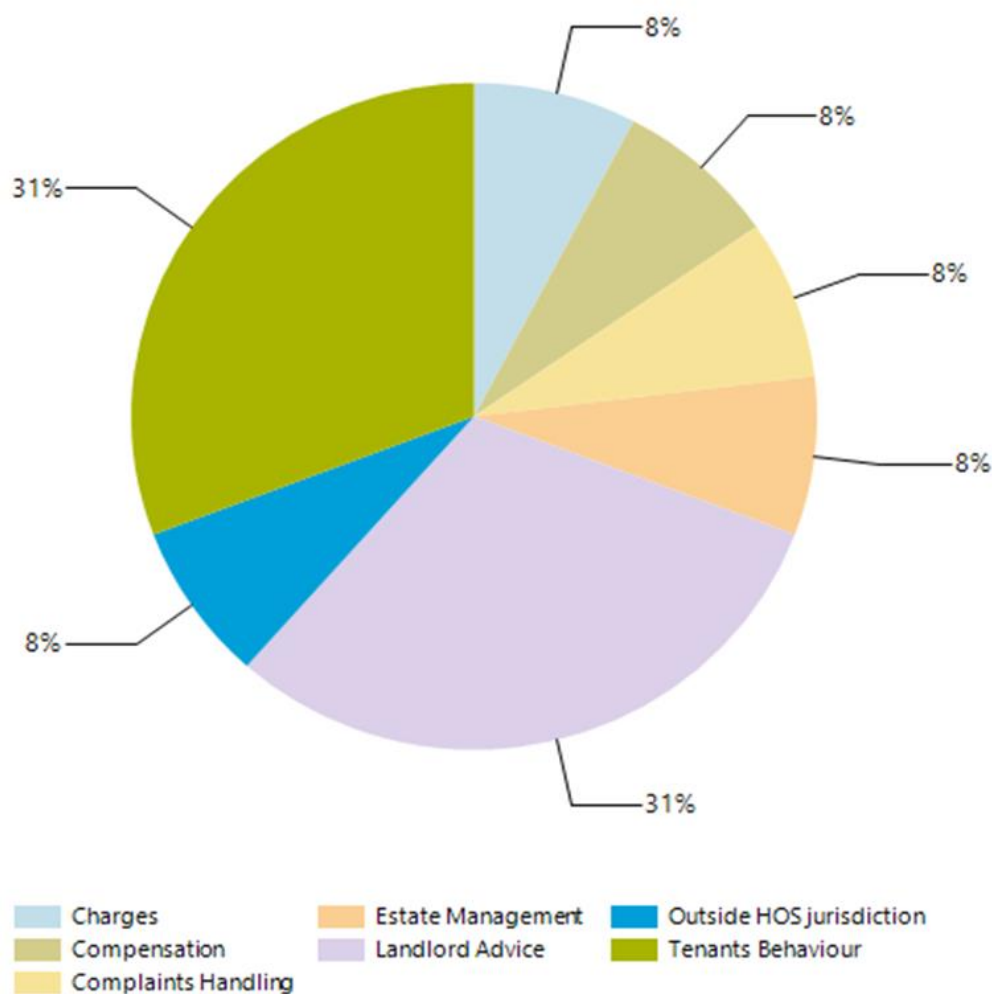
2020/21	Q1	Q2	Q3	Q4
	0	0	0	0

In December 2020 the Housing Ombudsman published performance reports for landlords. These reports list:

- the categories of the enquiries and complaints we've received
- the outcomes of our decisions
- the types of orders we've made for landlords to put things right
- the timeliness of landlord compliance with orders where the target date for compliance was during 2019-20.

If none of the above were recorded against a landlord during 2019-20, then a report has not been generated, this was the case for Derby Homes, however we were provided with details relating to informal contact.

The chart breaks down the informal contacts made by customers to the Housing Ombudsman for advice in 2019/2020. 31% of contacts were made by Derby Homes seeking advice (landlord advice)



Compensation

In total during Q4 of 2020/21 **£1,620** compensation has been paid out.
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

Team	Amount paid	Notes
Day to day	£985 (10)	£70 Towards damaged décor £20 x2 Missed appts £20 Confusion over appointment/ no work done £80 Carpet Clean £30 Missed appts £20 Mistakenly advised WHB refix & plastering same day £380 Unresolved leak £50 Goodwill £285 Replacement flooring £30 Wrong trade sent
Customer Services	£100 (1)	Jobs not logged- no heating

Gas	£105 (3)	£25 Boiler issues £30 Goodwill £50 Reoccurring leak
Voids	£ 380 (3)	£30 Condition of property £300 Inconvenience/condition of property £50 Condition of property
Planned Maintenance	£50 (1)	£50 Confusion over roof renewal
Total	£1,620 (18)	*

There was a large decrease in compensation paid out in Q4 we paid £1,620 compared to £4,313 of Q3

The largest pay out being for an unresolved leak of £380

Additionally, during Q4 a total of £7,200 in disrepair compensation plus £15,286 of Legal costs were paid out. These relate to settled and ongoing damp related disrepair claims.

Information relating to disrepair claims will be contained in a separate report from April 2021.

Also, in Q4, £5,474 was paid out in compensation for other works related incidences, this included:

- £3,000 settlement of a tree subsidence claim
- £2,039 repair costs following damage caused by ruptured water pipe during works

Learning from Complaints

The Housing Ombudsman complaint handling code focusses on learning from complaints.

Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints.

Q4 examples of learning from complaints:

Example 1 - Complaint summary

A complaint was made regarding ongoing issues about mould and guttering and replacing the outhouse door. The customer has said there was a problem with mould caused by gutter leaking. He was told scaffolding was required for the gutter repair, but this couldn't be put up until the outhouse door has been replaced as there was no other access to the garden. The customer wasn't happy about how long this is taking. He also wanted to complain about his gas service which was done last August in which they told the tenant that the gas fire was dangerous and would be replacing with an electric fire and this still had not been done

Lesson learned - When significant works are identified at a property and there are lots of trades that follow on from each repair (for example more than 3 jobs) this needs to be owned and properly managed by the Surveyor/Supervisor They have

identified the work and understand the process. In this case the replacement door was needed before the scaffold could be fitted, which allowed for the gutter and roof repair which then enabled the extractor fan to be fitted. Following on from this was a report for Baggle and Jenkins specialist damp contractor.

Monthly audits need to be undertaken by the Surveyor to check progress or work requested, and this communicated to the customer, with notes placed on Open Housing.

Cases should be discussed at Surveyors monthly meetings with Repairs contract Manager and escalated to Head of Repairs as necessary.

Example 2 - Complaint Summary

Customer had roof leak, full scaffolding was erected, and the roofing team were booked and said they completed the job. There was still a leak, but the scaffolding was removed. A supervisor visited and scaffolding had to re-erected and a second repair completed. The initial repairs were sub standard

Lesson Learned - Once the roofers have completed their work, it should have checked that they had filled all joints correctly

Double check with the tenant that they are happy with the work carried out if any can be seen from the ground. If able to check the loft to make sure repairs is completed on the inside as well.

Take care when completing repairs and spot checks on work standards are always on going.

Example 3 - Complaint Summary

Customer was informed on sign up that they could purchase either a gas or electric cooker, the customer purchased a gas cooker and when we came to fit it there was no gas point. Customer was not able to exchange the cooker for an electric cooker. A gas run to the create a cooker point than had to be installed and the customers cooker fitted

Lesson Learned - The officer involved was new to the role he guessed the answer to the questions when asked about what cooker facility was at the property. The officer should and could have looked at the void inspection report and found the answer to this question, the cooker facility was clearly marked on this report as an electric cooker point not gas. The officer may have wrongly assumed because there was a gas supply that there would also be a gas cooker point.

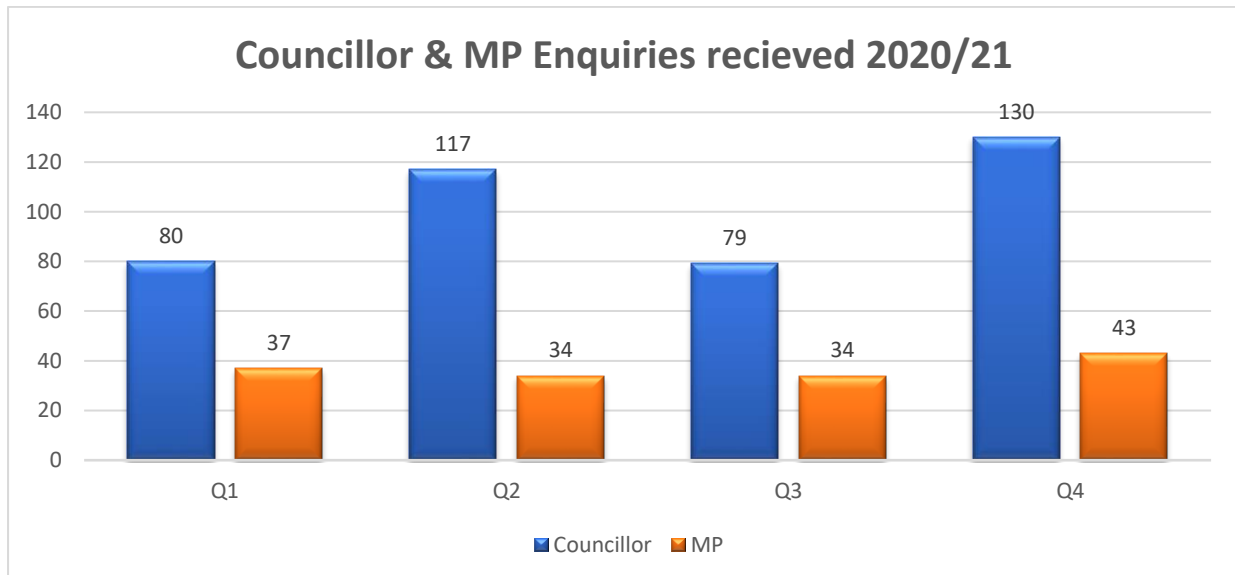
The Estate Officers need to look at the Voids Inspection report before giving a response to a question asked so the right reply is given and or told the prospective Customer at the Escorted Viewing then the question may not have arisen

An agenda point was raised at the next team meeting to remind staff what is expected of them and to pre-empt common question that they are asked on sign up. The Housing Management trainer was also asked to mention during her updates

when she attends other Housing Management team meetings, so a consistent message is relayed.

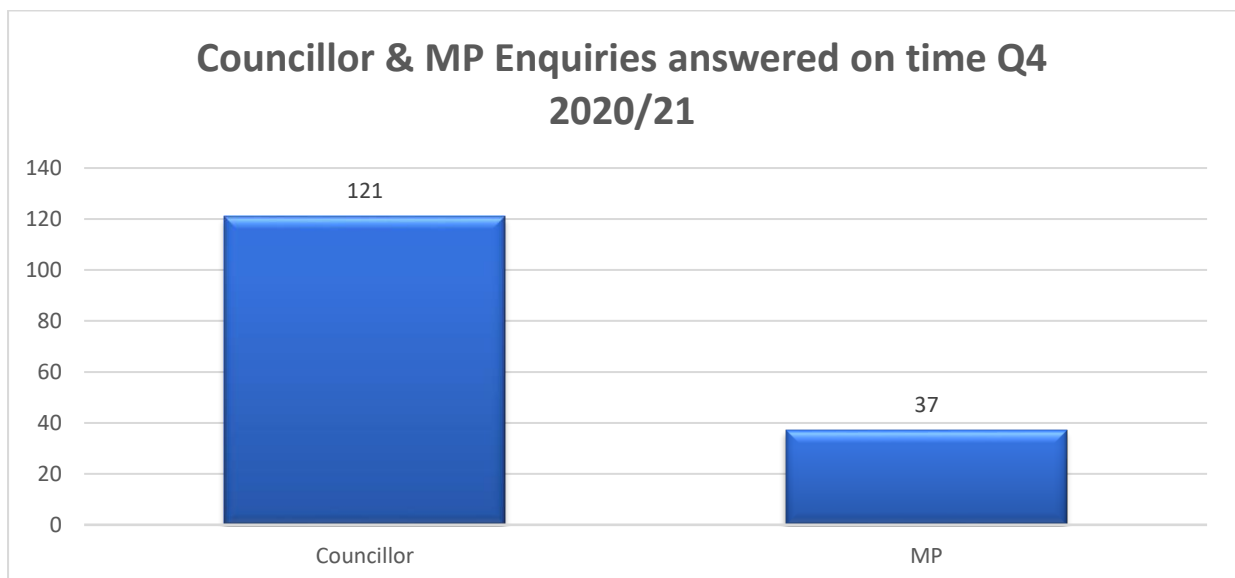
Councillor /MP ENQUIRIES

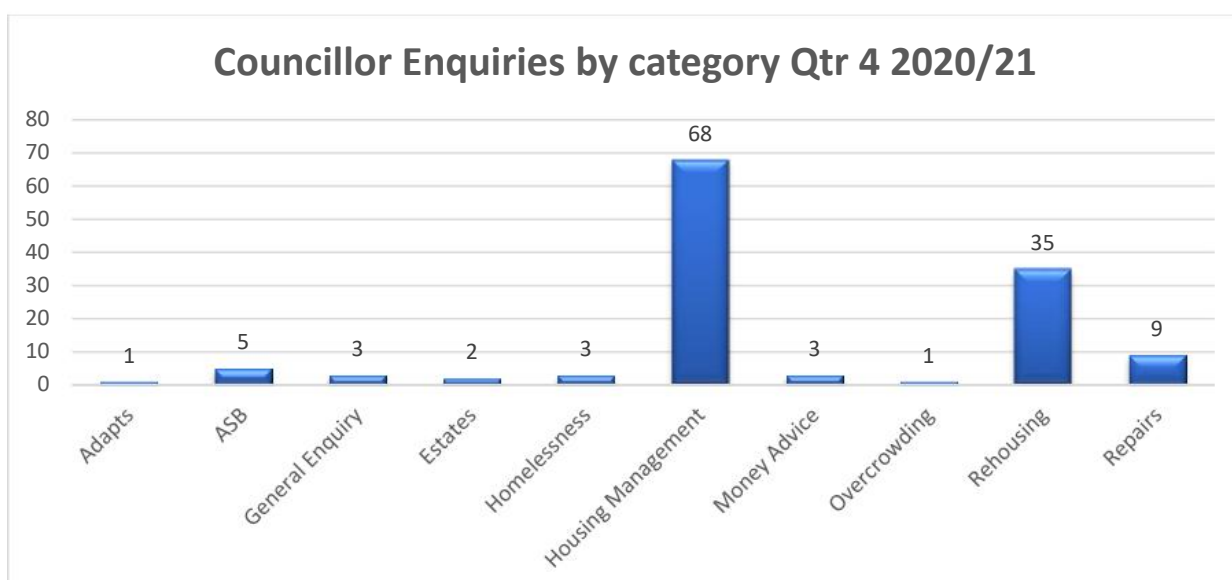
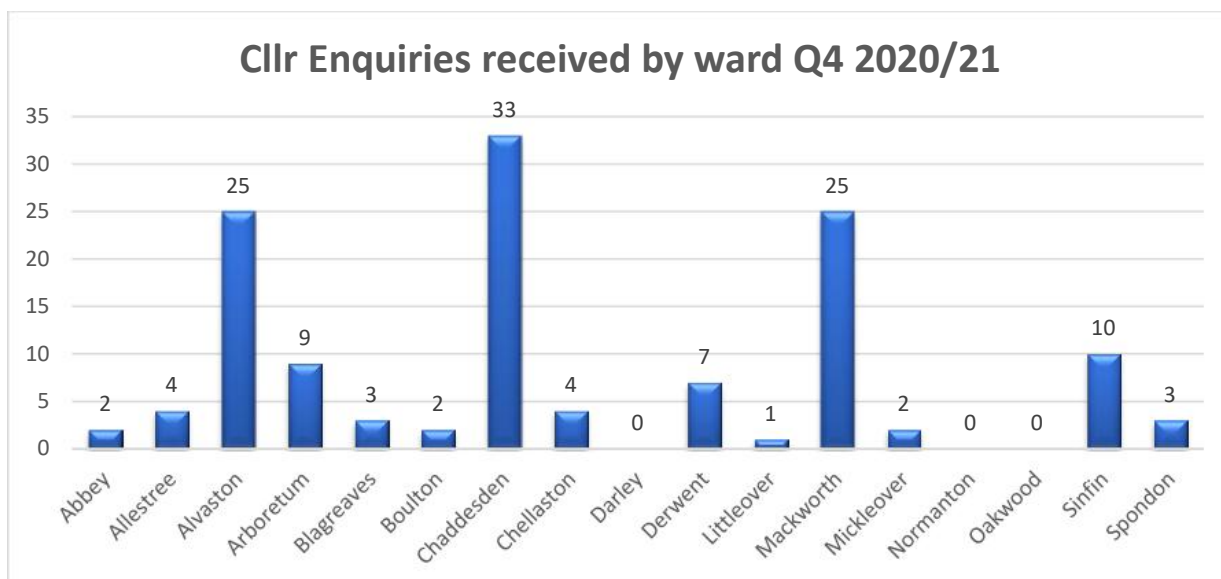
During Q4 2020/21 there was 130 Councillor and 43 MP enquiries received.



During Q4 121 Councillor Enquiries and 37 MP enquiries were responded to on time

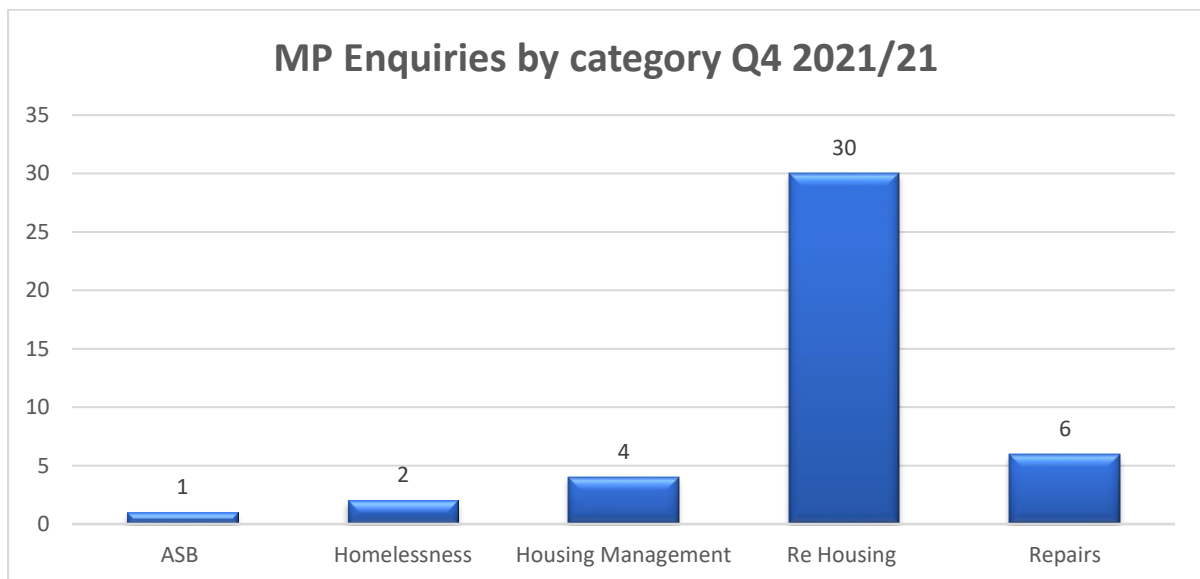
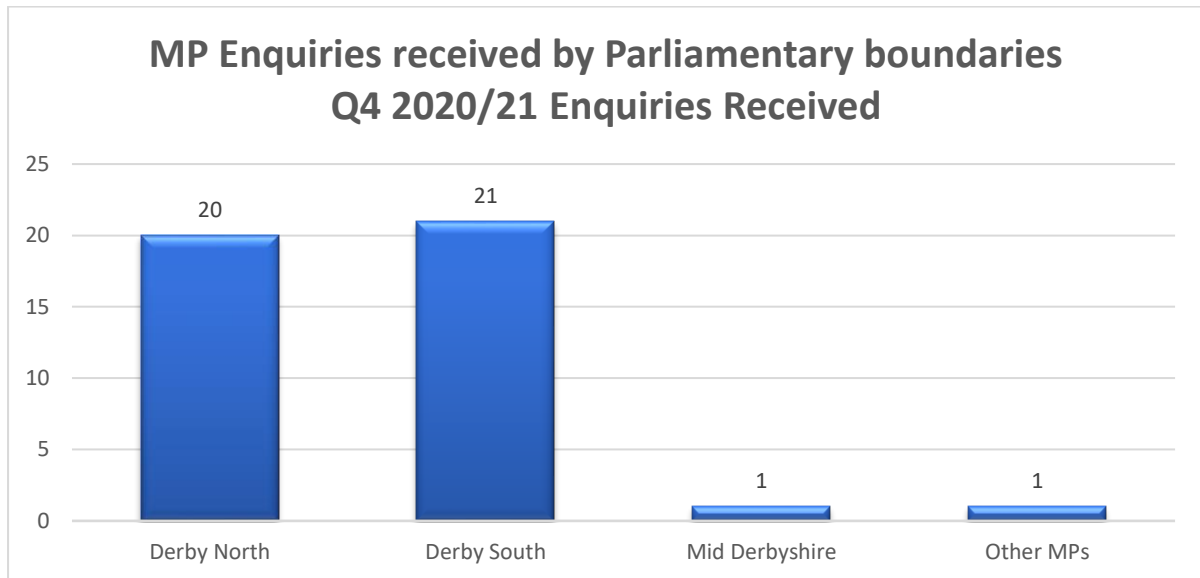
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days





MP Enquiries

There was a total of 43 MP Enquiries in Q4 2020/21



It has been noted that 9 Councillor and 6 MP enquiries were not responded to on time during this quarter, actions are being implemented to address this.

Disrepair Cases

There are currently 23 live cases, 1 of which is due to go to court later this year.

	2018/19	2019/20	2020/21
Cases Settled	1	4	4
Amount paid out	£8,750	£22,086	£54,228

As can be seen in the table above we have settled 9 cases for a total amount of £85,064.

We have in the last 3 years denied between 15 - 20 cases and there are 5 dormant cases. It is difficult to give an exact figure due to disrepair solicitors often leaving cases for months and years and then restarting them. Unfortunately, there is no legal mechanism to stop this.

Our concern moving forward is all housing organisations are seeing large increases in claims due to personal injury solicitors moving into disrepair due to fixed costs being applied to personal injury claims.

So far this year this has led to a considerable increase in claims but also to the amounts being claimed for legal fees. We have engaged a fixed costs solicitor who on one case alone has saved us £7,000 in legal fees.

It should be noted that other housing organisations have paid millions of pounds on disrepair cases.

It should be noted that all the claims we have received including those paid out are mainly based on damp and mould. There are legal technicalities that are used that make it difficult to defend cases.

The board should be aware that Derby Homes will vigorously defend cases when we believe we are not liable for disrepair. However, on cases we are liable for we will always agree to pay reasonable compensation to our tenants.

We have recently employed a new surveyor to assist in the management of disrepair claims and delivering training on the subject to wider teams within the organisation.

It is our intention to produce a separate report for the operational board on disrepair from the next meeting onwards.